Frontline Manager Course-Phase 2:
Managing for Results (FMC-2)

COURSE NUMBER   **FAA01288**

For information about this course, contact:
FAA Program Manager: Roberta Sappington, Ph.D.
(386) 446-7251

DESCRIPTION AND LEARNING STRATEGY

As the second component of the Frontline Manager Series, FMC-2 builds on knowledge of basic supervisory policies and procedures to develop practical skills for application on the job. The focus is on maintaining operational effectiveness, achieving organizational results, and stepping up to the challenge of management. Learning activities include simulations, business skills practices, case studies, application exercises, and evening sessions.

OBJECTIVES

At the conclusion of this course, participants will enhance the following skills:

- Use business analysis skills to justify resource requirements and track cost of doing business
- Communicate organizational direction and priorities clearly.
- Set key individual and organizational performance objectives.
- Monitor progress and identify problem areas.
- Provide constructive feedback
- Address individual conduct and performance issues effectively.
- Recognize and reward performance.
- Communicate openly and honestly.
- Lead with consistency, dignity, compassion, and integrity.
- Pursue self-development based on feedback.

RELATED COMPETENCIES

- Accountability and Measurement
- Building a Model EEO Program
- Business Acumen
- Communication
- Honesty and Integrity
- Managing Organizational Performance

CLASS SIZE

20 participants

LENGTH   9 days

(Monday, 8:00 a.m. through following Thursday, 5:00 p.m.)
72 classroom hours plus assignments

This course may be customized for your organization in a ***fee-for-service delivery***. Call **(386) 446-7132)** to discuss options.

LOCATION

FAA Center for Management and Executive Leadership Palm Coast, Florida

UPCOMING DELIVERIES

(see FY07 schedule)

WHO SHOULD ATTEND

Newly selected frontline managers

Required for all probationary managers in their first 6 months on the job

Recommended for frontline managers hired in 2003-2004 who did not complete LDP1 or LDLR and still need basic skills in managing individual performance

Non-managers are not eligible to attend.

ENROLLMENT

To enroll, contact your line organization's training coordinator.

PREREQUISITE

Frontline Manager Course-Phase 1
(FAA05005)

PRECOURSE

Approximately four weeks prior to class start, you will receive an email detailing several assignments that must be completed prior to your arrival at CMEL.

RELATED COURSES

Strategic Planning
(FAA01275)

Systems Thinking
(FAA01277)